

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class Code 2107***

**FLSA: Non Exempt**

**CLASSIFICATION TITLE: CUSTOMER SERVICE  
REPRESENTATIVE**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to provide customer service, to include receiving inquiries/complaints from customers via telephone/Internet, entering data into computer, researching information in computer database, providing information, referring issues to appropriate departments/personnel, and researching status of complaints.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Performs customer service functions by telephone, Internet, e-mail, fax, mail, or other media; answers incoming telephone calls and reviews incoming correspondence; screens calls and determines nature/urgency of the issue; categorizes and codes complaints for data entry purposes and to monitor resolution.

Performs data entry functions by keying data into computer system; enters, retrieves, reviews or modifies data in computer database; verifies accuracy of entered data and makes corrections.

Provides information and assistance related to City services/activities, procedures, documentation, or other issues; responds to questions, complaints, or requests for service; analyzes data to determine proper response to inquiries.

Researches requests, problems, and complaints and initiates appropriate action; generates work orders to resolve service issues; locates and contacts appropriate personnel in other City agencies/departments for information or assistance with problem resolution; refers problems to other departments/individuals as appropriate.

Monitors status of complaints and requests to ensure proper resolution.

Prepares or completes various forms, reports, correspondence, complaint forms, work orders, or other documents.

Receives various forms, reports, correspondence, complaints, database records, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a personal computer, general office equipment, telephone, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, e?mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Communicates with supervisor, employees, other departments, City officials, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

### **ADDITIONAL FUNCTIONS**

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplement by one (1) year of experience and/or training involving customer service, administrative/clerical work, and/or telephone/reception work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must have word processing experience.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as rude/irate customers.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**Last Edited: September 2002**